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- This will update the section headings and page numbers.

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- Choose Table of Contents. You can change heading level to appear in TOC by changing the Show Levels box on this screen

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- Choose Tools/Customize/View (under Category)/Show All (under Commands).

**Review the entire document to be sure you haven't inadvertently left in extraneous information. Double-check the Table of Contents to make sure that page numbers, section headings and subheadings are accurate, and run spell check. Make sure that the first instance of each trademark or registered trademark in the text of the proposal includes the applicable symbol as set forth at: <http://www.ibm.com/legal/copytrade.shtml>.**

**Last Updated 12/05/2006 – THIS COVER LETTER WILL NOT BE INCLUDED IN BP VERSION**



*Street Address 1  
Street Address 2  
City, State Zip*

[DATE]

Mr./Ms./Mrs. Client Contact  
Client Name  
Street  
City, State/Province Zip/Postal Code

Dear Mr./Ms./Mrs. Client:

Are you looking for ways to reduce travel costs while maintaining collaborative relationships and continuing to grow your business?

IBM® Lotus® Sametime® software can help you meet travel cost-reduction goals and enhance collaboration among geographically dispersed teammates and with customers and partners. Lotus Sametime software consists of client and server applications that can enable your user community to collaborate in real-time online meetings over an intranet or the Internet.

Employees drive business results and Lotus Sametime software can help empower your employees to collaborate and take full advantage of their collective knowledge, wherever they work, and across organizational boundaries. Benefits can include increased speed, agility and competitive advantage.

Collaboration across time zones and locations has never been easier -- or faster. IBM Lotus Sametime 7.5 software helps you keep pace with your real-time work environment with market-leading, award-winning enterprise instant messaging and Web conferencing capabilities.

IBM is pleased to offer the Lotus Sametime 7.5 solution to address your business needs. Thank you for your time, interest, and consideration of this proposal. We look forward to answering any questions you may have. Please feel free to contact me if you need additional information.

Sincerely,

Client Rep  
Title



# Client Name

## IBM Lotus Sametime V7.5

### Proposal

Contact Name

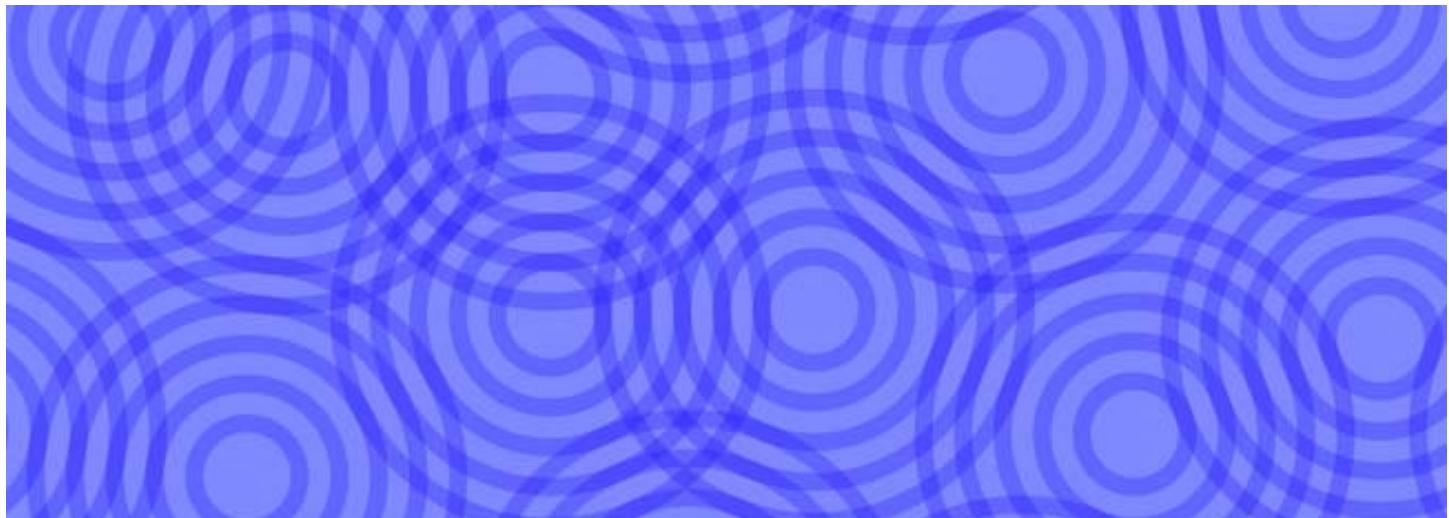
Address

Telephone

Email address

Date of proposal

Client Logo



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## Executive Summary

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**:Business Partner: Be sure to include content on your added value in the Executive Summary and/or in a later section.**

### *Our Understanding of Your Goals*

We understand your need for real-time communication to provide your company with access to people and information —right now. You need to react faster to provide immediate responses to customers and business partners and gain an edge over your competitors by collaborating more effectively and keeping your daily business tasks on track, on budget, and under control.

### *Our Approach to Meeting Your Goals*

A comprehensive instant messaging (IM) and Web conferencing solution, IBM® Lotus® Sametime® V7.5 software provides the communication and collaboration tools you need to operate your business in real time. Built-in security features allow you to exchange confidential business information reliably. You can be confident that your recipient's identity is verified and only your intended recipient has access to the information. Lotus Sametime software is designed to integrate with your existing IT environment, providing the opportunity for significant cost savings and a consistent technology approach across your entire enterprise.

### *Solution Overview*

Lotus Sametime software provides presence awareness, security-rich instant messaging, and Web conferencing that is built for business. The perils of doing business on unsecured networks and spiraling unpredictable costs of "pay as you go" Web conferencing services mean that Sametime V7.5 is the right choice for the enterprise.

Lotus Sametime software is much more than just chat and Web conferences; it is an open-standards-based platform for real-time collaboration. Businesses and IBM Business Partners use Lotus Sametime V7.5 APIs and toolkits to build innovative real-time collaboration applications, as well as improve any application, business process, or third party application.

### *Why IBM?*

IBM Lotus software provides collaborative on demand business solutions that bridge people and knowledge and help maximize investments in existing technology. Lotus software can deliver a competitive advantage by bringing people and information together with its security-rich collaboration and knowledge-enabling software.

Lotus has worked with thousands of organizations around the world to provide solutions that can help add value to your organization, are open and flexible, and

reliable. With full access to IBM technology, Lotus software is building innovative solutions for the future.

## About \*\*COMPANY\*\* (for :Business Partner: Use)

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Business Partners insert your text here.

## IBM Lotus Sametime V7.5

### *Capabilities*

IBM® Lotus® Sametime® V7.5 software is a market-leading enterprise product and platform for real-time collaboration. It is based on three on demand concepts:

- **Presence awareness.** See, in advance, whether a person(s) or application(s) is available to collaborate, share information and/or take an action
- **Instant messaging.** Be able to converse virtually through the exchange text-, audio- and/or video-based information in real time
- **Web conferencing.** Share information, an application, or an entire desktop or engage in team white boarding in addition to VoIP functionalities

Though basic in nature, these capabilities provide you with virtually unlimited possibilities. For example, these capabilities:

- Provide instant, anytime access to people and information through integrated presence awareness, conversation, and object-sharing capabilities
- Virtually bring centralized and geographically dispersed individuals and teams together, providing the option to extend security-rich, real-time collaboration to anyone/everyone in the extended value chain
- Can help improve individual and team productivity, broadening communications choice beyond the phone, e-mail, and in-person meetings
- Enable faster, more informed decision-making by bringing people together – spontaneously or in a structured fashion
- Can help improve general and customer-specific response times, potentially accelerating time-to-market and driving competitive advantage
- Can help reduce total cost of ownership (TCO) by providing a set of real-time capabilities in a single product offering and flexible integration with existing, supported infrastructures and Web applications
- Reduces need for business travel, helping to deliver fast and often measurable return on investment (ROI)

The Lotus Sametime product family combines the on demand capabilities of real-time collaboration, including presence awareness, instant messaging, and Web conferencing. This set of offerings is designed to meet the requirements of users, administrators, and developers. It includes the following:

- **Lotus Sametime V7.5 server** manages the flow of instant messages, streaming audio and video, shared applications, and whiteboard sessions. The Lotus Sametime Connect client, a PC-based workplace, exchanges text-based messages and attachments and schedules instant Web conferences.
- **Lotus Sametime Everyplace® V3.0 server** gives mobile users presence awareness and instant messaging capabilities through Web-enabled devices, such as mobile phones and personal digital assistants (PDAs). Users can see

who's online, initiate a chat, and send and receive instant messages from virtually anywhere.

- **Lotus Sametime Enterprise Meeting Server V7.5**, an optional add-on, supports high-volume Web conferencing environments and helps optimize load balancing and failover for enterprise-class deployments.

## *Highlights of the Software Architecture*

Lotus Sametime software consists of client and server applications that enable a community of users to collaborate in real-time, online meetings over an intranet or the Internet. Members of the Lotus Sametime community use collaborative activities, such as presence, chat, screen sharing, a shared whiteboard, and real-time audio/video capabilities to meet, converse, and work together in instant or scheduled meetings.

Lotus Sametime "presence" technology enables members who have logged in to the Sametime server to see all other members who are online (logged in). The names of online users display in "presence lists" in Lotus Sametime applications. From these presence lists, members of the community can converse through instant messaging sessions or start instant meetings that include:

- Chat
- Screen-sharing
- Whiteboard
- Question and answer polls
- Ability to send Web pages to other users
- Audio/video collaborative activities

While presence lists support instant awareness and instant collaboration with other online users, the Lotus Sametime Meeting Center on the Sametime server provides a central meeting place for members of the community. In the Meeting Center, users can schedule meetings to start at a particular time. Users access the Lotus Sametime Meeting Center with Web browsers at the scheduled meeting time to attend the meeting.

The two primary Lotus Sametime client applications are the Lotus Sametime Connect client and Lotus Sametime Meeting Room client. The Lotus Sametime Connect client is an application based on the Eclipse framework that contains a presence list that displays selected members of the community who are online. One of the key values of Lotus Sametime Connect V7.5 is the ability for third-party developers to use Eclipse-based plug-ins to extend the product's functionality. Lotus Sametime Connect V7.5 includes an SDK that documents the APIs needed for extending the client, using the Eclipse rich client application plug-in development model. From Lotus Sametime Connect, a user can collaborate by sending instant messages or starting an instant meeting with any other online member of the community.

Lotus Sametime software supports a broadcast technology that enables a large number of view-only users (or audience members) to watch a small number of users

(or presenters) interact in a meeting. The broadcast technology is especially useful for meetings in which one person, or a small group of people, make presentations to a large audience. Audience members watch a broadcast meeting using a separate receive-only Java® client called the Lotus Sametime Broadcast client.

Each Lotus Sametime server contains an IBM Lotus Domino® Directory that maintains information about all users and servers that comprise the Lotus Sametime community. You can also configure the Lotus Sametime server to operate as a client to a Lightweight Directory Access Protocol (LDAP) server containing an LDAP directory.

Lotus Sametime software works through the interaction of its client applications with services on the Sametime server. The Lotus Sametime services include:

- Community Services
- Meeting Services
- Broadcast Services
- Lotus Domino/Web Application Services
- Audio/Video Services (provided by the Lotus Sametime Multimedia Services)

Lotus Sametime software administrators use the Web-based Sametime Administration Tool. This tool runs in a Web browser and is available from the "Administer the Server" link on the Lotus Sametime server home page. Some primary administrative tasks associated with the Lotus Sametime server include:

- Managing the directory
- Ensuring that Lotus Sametime clients can connect to the Sametime server
- Configuring the Sametime services
- Monitoring the server

The Lotus Sametime V7.5 server includes the concept of server clustering. Lotus Sametime server clusters can:

- Enhance server scalability and reliability to enable Lotus Sametime to meet the demands of large user populations
- Provide load balancing and failover capabilities for Lotus Sametime Community Services and Meeting Services

## Services on the Lotus Sametime Server

End users can engage in real-time, collaborative activities through the interactions of Lotus Sametime client applications with various services on the Lotus Sametime server. These services are described below:

### IBM Lotus Domino Services

Lotus Sametime uses the infrastructure and services of the Lotus Domino server on which it is installed. The primary Lotus Domino services used by a Lotus Sametime server are:

- Web server

- Directory
- Security
- Replication
- Database storage

The Lotus Domino server on which Lotus Sametime is installed should not be used as a Lotus Domino mail or application server. If Lotus Sametime is installed on its own Lotus Domino server, the real-time, interactive communication services of Lotus Sametime will not compete for resources with other high-demand Lotus Domino services.

### **Community Services**

The Lotus Sametime Community Services support all presence (or awareness), text chat, and file transfer activity (files and URL's) in a Lotus Sametime community. Any Lotus Sametime client that contains a presence list must connect to the Community Services. The Community Services clients include one of the following:

- Lotus Sametime Connect client, Participant List, and public chat components of the Lotus Sametime Meeting Room client
- Presence and chat applications developed from the Lotus Sametime Software Development Kit

### **Meeting Services**

The Meeting Services include the T.120 multipoint communications software that supports screen sharing, shared whiteboard, and the starting, stopping, and deletion of meetings. Meeting Services also support connections for the interactive audio/video components of the Lotus Sametime Meeting Room client.

### **Audio/Video Services**

The Audio/Video Services of Lotus Sametime support all IP audio/video capabilities of Sametime. The Audio/Video Services clients include the IP audio and video components of the Lotus Sametime Meeting Room client.

Interactive audio/video meetings can be bandwidth intensive. Also, too many interactive audio/video users can tax the system resources of the server and degrade the audio/video quality. Lotus Sametime allows the administrator to set limits on audio/video usage to help ensure a good quality of service.

## **Meeting Center**

The Lotus Sametime Meeting Center is an application (a Lotus Notes® database named stconf.nsf) on the Sametime server that is accessed by a Web browser. This application is a central meeting place for members of the Lotus Sametime community. From the Lotus Sametime Meeting Center, you can:

- schedule a meeting
- Start a meeting immediately
- Attend a meeting
- View information about scheduled and finished meetings

Users access the Lotus Sametime Meeting Center database by clicking "Attend a Meeting" or "Schedule a Meeting" on the Sametime Server home page.

Anonymous access is allowed to the Lotus Sametime Meeting Center database by default. With anonymous access, users are not required to authenticate when accessing the Lotus Sametime Meeting Center.

**Note:** All scheduled meetings in Lotus Sametime are created in the Sametime Meeting Center. A user who starts an instant meeting from a presence list does not access the Lotus Sametime Meeting Center.

## Lotus Sametime Connect Client

Lotus Sametime includes the Sametime Connect client, a standalone Eclipse application. The Sametime Connect client is downloaded and installed on the user's machine from a link on the Sametime server download page.

The Lotus Sametime Connect client contains a presence list (or contact list) that provides an entry point to all collaborative activities in the Lotus Sametime application. This contact list can display the name of any user who is online in the Lotus Sametime community. From the presence list, a user can select another user's name to initiate:

- An instant meeting or messaging session  
(You can invite other users to join the chat or instant meeting.)
- A file transfer

Initiating an instant meeting from the contact list launches the Lotus Sametime Meeting Room client on a user's machine. The Lotus Sametime Meeting Room client contains collaborative components that support:

- Screen-sharing
- Whiteboard
- Sending Web page
- Polling
- Hand raising
- Breakout sessions
- Chat
- Audio/video collaborative activities
- Record/playback

The Lotus Sametime Connect client contains features that enable a user to browse or search the Lotus Domino Directory on the Lotus Sametime server to add users or groups of users to the presence list. The Lotus Sametime Connect client also includes privacy features that can prevent selected users from seeing you or contacting you when you are online. Records for the privacy features are maintained in the Privacy (vpuserinfo.nsf) database on the Sametime server.

The Lotus Sametime Connect client includes its own Sametime Connectivity settings. Lotus Sametime Connect connects to the Community Services using TCP/IP on the default port 1533. Lotus Sametime Connect can also:

- Establish connections with the Community Services through HTTP, HTTPS, or SOCKS proxy
- Use connectivity settings defined in a user's web browser to establish connections to the Community Services on the Sametime server

To log in to the Lotus Sametime Connect client, a user must enter the User Name and Internet password that has been specified in the user's Person document in the Lotus Domino Directory. A Lotus Sametime Connect user is always logged into the server specified as the "home" Sametime server.

The Lotus Sametime Connect presence, instant messaging, privacy, directory browsing, and connectivity features are supported by the Community Services on the Sametime server.

## *Features and Benefits*

Lotus Sametime V7.5 software brings a major upgrade in instant messaging and Web conferencing features and benefits, including enhanced integration with desktop applications and mobile instant messaging clients.

### **Instant Messaging Chat**

The Lotus Sametime V7.5 chat window delivers many productivity-enhancing IM features, including:

- Real-time spell check of messages while typing
- Time stamps
- Rich fonts (select font size, color)
- Screen capture that can be embedded in an IM message
- Chat history automatically saved on user's PC (optional)
- Privacy enhancements and additional do not disturb settings
- Emoticons
- Display of contact information and user photos
- Automatic status change when a user enters a Web conference
- Customization is enhanced

### **Instant Messaging Client**

The Lotus Sametime V7.5 instant messaging client provides:

- New, updated design
- Quick find for contacts and integrated directory search
- Physical location awareness

- Embedded Voice over IP (VoIP) voice chat that allows users to start multiparty PC-to-PC conversation easily with other Lotus Sametime users
- Built on the Eclipse framework, with a plug-in model for adding new functions such as soft-phones, video capabilities, calendar access, persistent chat rooms, and access to other enterprise systems
- Expanded client platform supporting Linux® and the Apple Mac OS X V10.4
- Microsoft® Office applications integration
- Audio, video, and PC-based collaboration tools integration for converging telephony capabilities from industry leaders in telephony and desktop video solutions; Click-to-call capabilities enable businesses to place a telephone call instantly to an instant messaging or e-mail contact while remaining in their inbox or instant messaging client.
- Managed public IM interoperability

### **Web Conferencing**

Lotus Sametime V7.5 software brings a number of enhancements to the Web conference experience in look, feel, and ease of getting into a meeting.

- Web conferencing meeting room redesigned offering improvements in navigation and access to Web conference tools
- Application sharing, whiteboard performance, and usability enhancements for high quality, bandwidth efficient presentation sharing
- Easy and quick launch and attendance to a Web conference regardless of whether attendees are coming from inside or outside the company; Lotus Sametime V7.5 software provides specific indication of meeting entry progress to remove sources of confusion, as well as an auto-reconnect capability if any temporary disruptions in connectivity during a meeting occur.

### **Benefits**

Lotus Sametime V7.5 software offers the following benefits:

- Helps improve productivity by virtually bringing together geographically dispersed individuals and teams
- Can extend security-rich, real-time collaboration to your extended value chain
- Enables faster, more informed decision-making by bringing experts together – spontaneously or in a structured fashion
- Can help reduce total cost of ownership (TCO) by providing a set of real-time capabilities in a single product offering and flexible integration with existing infrastructures and Web applications
- Provides the ability to inject presence awareness and instant messaging into other applications, including Web pages and Microsoft Windows® applications
- Can reduce need for travel to business meetings, helping deliver a fast measurable return on investment (ROI)

## IBM Lotus Web Conferencing

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IBM® Lotus® Web Conferencing provides a new alternative for organizations looking to use Web conferencing to help reduce costs, share information, and make faster decisions. Sharing the same technology as the market-leading IBM Lotus Sametime® product, Lotus Web Conferencing features new concurrent user pricing, making it easy to purchase just the number of licenses needed and also allowing external parties – customers, partners, suppliers, etc. – to participate in Web conferences.

Because it is designed for on-premise deployment, Lotus Web Conferencing software can offer significant cost advantages while making it easy to extend the benefits of Web conferencing across an organization. Lotus Web Conferencing software also takes advantage of new audio integration capabilities that can give participants unprecedented control over their meetings.

New features, such as a visual indication of who is speaking and the ability to mute or adjust the volume of participants, can help minimize distractions and improve the effectiveness of the Web conference. IBM is working with the leading providers of telephony and video solutions to leverage IBM technology to allow you to take advantage of converged audio, video, and PC-based collaboration capabilities. Those supporting IBM in this area include numerous industry leaders, such as Avaya, Nortel, Polycom, Premiere Global Services, Siemens, and Tandberg.

### **The integration of leading telephony capabilities with the collaboration solutions**

Lotus Web Conferencing software enables you to “click-to-call” instant messaging contacts, instantly placing a telephone call or starting a conference call from your IM client. It provides a unified interface to telephony and Web conferencing, allowing you to dial out from a Web conference, see who is speaking, and mute individual participants with the click of the mouse.

A security-rich solution from a long-trusted collaboration leader, Lotus Web Conferencing software is easy to deploy and provides flexible integration with existing infrastructures and Web applications.

## *Features and Benefits*

Lotus Web Conferencing software offers the following features:

- **Audio integration capability:** Integrate teleconferences into the meeting room, enabling participants to manage the meeting more effectively by allowing them to mute participants, raise and lower volume, or have the conference call them directly. These audio features, available from and billed separately by third-party providers, can be integrated into the product using a no-additional-charge audio adapter that you can download from IBM and install separately.

Additionally, an integrated “click-to-call” feature allows users to dial participants directly from the meeting room user interface. Other benefits may potentially be

realized by integrating the software with your enterprise telephony or desktop video solution.

- **Security Features:** Authenticate users when they log on. Protect Web conferences with a password and limit access to only the individuals who receive invitations.
- **Scalability:** Enable hundreds of people to view the same presentation or Web application or engage in a whiteboard session. Link multiple servers to increase scalability and reduce traffic across WANs.
- **Encryption:** Enhance security. Encrypt Web conference content and data to restrict meeting content to authorized viewers only.
- **Directory support:** Use existing supported directories — like IBM Lotus Domino® or any Lightweight Directory Access Protocol (LDAP) directory — to control exactly who can access the environment. Also, create and manage each directory on the fly.
- **Proxy support and firewalls:** From the edge of the network, allow external users to access the server without compromising network security. HTTP tunneling on port 80 enables clients with restrictive firewalls, operating in corporate networks, to connect to the server over the Internet. Client-side support for proxies includes HTTP, HTTPS, SOCKS4, and SOCKS5.
- **Server management:** Use the browser-based interface to set up new users, administer security and access privileges, monitor activity levels, and analyze usage trends.

Lotus Web Conferencing software offers the following benefits:

- Brings people together instantly in live meetings, from wherever they are located — down the hall or around the world, inside or outside the organization
- On-premise capabilities with concurrent-user pricing yield predictable up-front license costs at a highly competitive price, while helping reduce the need for travel with its related costs and productivity losses
- Replaces sequential e-mail strings and linear sign-offs with real-time group consensus, which helps to foster faster decisions
- Provides easy, immediate access to online meetings, without IT involvement, enabling fast, convenient information exchange among teams or groups of any size, whether internal or customer-facing
- Browser support for Microsoft® Windows®, Macintosh, and UNIX® users, enables virtually anyone to participate in controlled sharing of sensitive information, assisted by tools such as a virtual whiteboard and polling to reach group consensus

## *Integrated Audio with Lotus Web Conferencing*

Along with Lotus Sametime V7.5 software, new and optional integrated audio gives control to meeting participants so they can focus on the task at hand instead of worrying about the underlying technology or other audio/web interruptions. For example, new capabilities available with this optional integration include:

- Automatically display associated audio conference information (like the dial-in number and passcode) in the Web conference
- Dial out so the audio conferencing service automatically calls participants
- See who is speaking through new meeting roster icons
- Mute lines and adjust volume

These new capabilities are offered via integration provided by companies, such as Avaya, Nortel, Polycom, Premiere Global Services, Siemens, and Tandberg.

## Hardware Requirements

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### Server Operating Systems

- IBM® AIX® 5.3; AIX 5.2 - The installation program will run from a Microsoft® Windows® interface. Administrators also have the option to use a text-based console install version. The console install will run from a telnet session or equivalent. Full administration privileges are required on UNIX® systems – must be root. **Note:** AIX 5.2 - requires patch level 2 (5200-02).
- Sun Solaris 10 (SPARC); Solaris 9 (SPARC) - The installation program will run from an XWindows interface. Administrators also have the option to use a text-based console install version. The console install will run from a telnet session or equivalent. Full administration privileges are required on UNIX systems – must be root.
- Microsoft Windows 2000 Advanced Server (Service Pack 4)
- Microsoft Windows 2003 Advanced Edition
- IBM i5/OS®, 5722SS1, V5 Release 3 or later  
For more details, see "Installing and Managing Lotus® Sametime® V7.5 for i5/OS" (stinstall.nsf).

### Client OS (Thick)

- Microsoft Windows XP Professional (Service Pack 1)
- RedHat Enterprise Linux® 4.0
- Novell Linux Desktop 9.0
- Mac OS X 10.4

### Client Browsers

- Internet Explorer 6.0 on Windows XP Professional
- Mozilla 1.7.12 on Windows XP Professional
- Mozilla 1.7.6 on RedHat Enterprise Linux 4.0 or Novell Linux Desktop 9.0
- Firefox 1.5 on Windows XP Professional, RedHat Enterprise Linux 4.0, and Novell Linux Desktop 9.0

### Client JDK/JRE

- IBM or Sun JDK/JRE 1.4.2 or later - Internet Explorer 6.0 on Windows XP Professional
- IBM or Sun JRE 1.4.2 or later - RedHat Enterprise Linux 4.0 and Novell Linux Desktop 9.0

## IBM Lotus Sametime Enterprise Meeting Server and Clustering

IBM® Lotus® Sametime® server clusters and the IBM Lotus Sametime Enterprise Meeting Server V7.5 are Lotus Sametime features designed to improve the scalability and reliability of Lotus Sametime. Lotus Sametime server clustering enables you to cluster the Community Services separately from the Meeting Services. The ability to cluster the services separately provides the flexibility to manage the services according to the needs of your community.

There are three possible clustering options for managing the Lotus Sametime services. You can:

- Cluster the Community Services without clustering the Meeting Services
- Cluster the Meeting Services without clustering the Community Services
- Cluster both the Community Services and the Meeting Services

## IBM Software Services for Lotus

IBM® Software Services for Lotus® (ISSL) is a worldwide organization that helps you maximize results and return on investment from Lotus software solutions. IBM Software Services for Lotus advanced services complement the powerful capabilities of IBM technologies, such as IBM Lotus® Notes®, Domino®, and Sametime®. By engaging the ISSL team, they can help support your key processes and enable the ongoing transformation of your organization.

ISSL offers services, training, and certification to support your deployments of Lotus Notes and Domino. You can leverage the Lotus Notes and Domino roadmap to identify your focus and corresponding services to support your deployment needs. A robust Lotus Notes and Domino curriculum for end users, application developers, and system administrators is also available to train your staff.

ISSL experts can help you with every stage of your Lotus software deployment—from assessment to pilot to full implementation and every stage in between—through a full portfolio of capabilities designed to meet your needs, including key areas such as:

- Messaging upgrades and migrations
- Collaborative portals
- Web content management
- Collaborative learning
- Dynamic workplaces
- Regulatory compliance-related solutions
- Industry-specific solutions

With ISSL, you can choose a single engagement to focus upon one area, or integrate elements from all ISSL services—technical skills, education, training or certification programs. Whatever your requirements, ISSL can provide the expert services necessary to help you meet today's complex technology challenges.

### Leverage a wide range of services and solutions

IBM Software Services for Lotus consultants can help you rapidly deploy new technology, share knowledge across your enterprise, and conduct infrastructure assessments. This comprehensive range of services falls into three primary areas:

- **Technical consulting**  
New technologies have to prove their value. IBM Software Services for Lotus can help you maximize your current investments and deploy new Lotus technologies by supplementing its advanced technical consulting services with services from its extensive network of IBM Business Partners. This approach helps the team deliver a broad base of expertise.
- **Business solution offerings**  
IBM Software Services for Lotus solutions are tightly integrated with Lotus and other IBM software products and can add significant intellectual capital and tools

to enhance them. In short, these solutions can extend the benefits of your current technology architecture and help you achieve significant business results.

- **Technical and end-user education and training**

Education can help maximize the return on your technology investment and increase productivity by providing the training necessary to build in-house expertise of your IBM Lotus Notes, Lotus Domino, and IBM Workplace™ infrastructures. These learning initiatives can help drive faster and more efficient use of Lotus technologies, increase your competitive advantage, and extend skills to support evolving Lotus software technologies.

IBM Software Services for Lotus offers effective training onsite, through stand-alone education solutions (such as self-paced, computer-based training modules, and just-in-time performance support tools), and facilitated online training and classroom training through IBM's global network of education providers. IBM's team of experts can work closely with you to conduct education assessments, build effective education roadmaps, and help maximize your technology use.

IBM Software Services for Lotus can also certify individuals through the Certified Professional Program for Lotus—including IBM Certified Associate, IBM Certified Professional, and IBM Certified Advanced Professional for developers and administrators. These certifications enable you to establish a benchmark for your in-house Lotus software expertise.

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## IBM Lotus Sametime 7.5 Documentation

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### **Lotus Sametime Homepage**

<http://www-142.ibm.com/software/sw-lotus/products/product3.nsf/wdocs/st75home>

### **Lotus Sametime 7.5 Installation Guide (English)**

[http://www-12.lotus.com/ldd/doc/uafiles.nsf/docs/ST75/\\$File/st75install.pdf](http://www-12.lotus.com/ldd/doc/uafiles.nsf/docs/ST75/$File/st75install.pdf)

### **Lotus Sametime 7.5 Administration Guide (English)**

[http://www-12.lotus.com/ldd/doc/uafiles.nsf/docs/ST75/\\$File/st\\_admin\\_guide.pdf](http://www-12.lotus.com/ldd/doc/uafiles.nsf/docs/ST75/$File/st_admin_guide.pdf)

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